

# THE SSA NEWS

## INSIDE THIS ISSUE:

Food Stamp Payment Accuracy	2
Newsletter	2
EBT Update	2
Deputy Director June Marcott Retires	3
ECP Deputy Director Nancy Holmes Retires	3
ECP Manager John LaRoche Retires	3
Cathy Singletary, CFS Program Manager Retires	3
Congratulations and Happy Retirement!	4-5
Kudos	6

**HAPPY NEW YEAR**

## Coming Soon!

- Lincoln's Birthday  
Holiday, February 12,  
2003
- President's Day Holiday,  
February 17, 2003

## MESSAGE FROM THE DIRECTOR Farewell Message by Larry Leaman

I've had a long career with SSA! It's been 21 years or so, and almost equally as long of a pre-SSA career with the County of Orange that began July 1, 1963. Less than three months later, the nation was shocked by the assassination of President Kennedy. My ride has included multiple county departments and agencies. I worked in the Purchasing Department (yes, there used to be one), Harbors Beaches and Parks (now a division of PFRD), Environmental Management Agency (the first county "super agency," it no longer exists), Community Services Agency, Human Services Agency (no longer in existence), the Health Care Agency, and of course, SSA.

I have seen tremendous growth and change in Orange County as a place to live and in county government as a place to work. On the positive side, I have enjoyed being mentored and mentoring. I have known great leaders and have seen many good things accomplished to bring improved and more innovative services to the public. On the other hand, I

have seen a few occasions where big egos led to self-destruction, indictments and convictions of county elected officials, and the county bankruptcy. Over the years, just when I thought I had seen it all, along came something to prove to me that I had not! Often that new and disconcerting experience centered in SSA's Children's Services or Adult Protective Services Divisions where some almost unbelievable cases of abuse and neglect appeared. I never cease to be amazed at the exploitation and inhumanity that exists in our society.

When I started with the County, the County Supervisors were named Allen, Baker, Hirstein, Featherly and Phillips. There was no CAO or CEO then. I have worked under every CAO or CEO the County has ever had, as well as 24 different County Supervisors.

Through it all, two things remained constant and predictable. Although an occasional positive story appears, the newspapers that cover county government

have generally been aggressive in their almost constant quest to affix blame and guilt. One gets used to that and learns how to be straightforward with the media and to keep one's fingers crossed in hopes of having no misquotes or inaccuracies printed. Sometimes it really works! The other constant is the dedication and quality of the county workforce. Hard work and long hours beyond what the paycheck covers, is the norm here. This reflects both a pride and dedication to who we are and what we do.

I retired on January 9, 2003 after this long and mostly satisfying ride. Most of all, I will miss the county employees I have worked with and who have worked for me over the years. You are a great bunch of people!

*"...I ask those of you who work with Food Stamps to pledge a renewed spirit of care and concern in 2003."*

## Food Stamp Payment Accuracy

Submitted by Angelo Doti

I have just reviewed a County newsletter from the Ventura County Human Services Agency stating that "Ventura County Lays Claim to the State's Lowest Food Stamp Error Rate." This is wonderful news and all Ventura County employees associated with this accomplishment are to be applauded. At one time, Orange County held this honor.

In December, we were visited by ranking managers from USDA Food and Nutritional Services from San Francisco. They specifically requested to meet with our leadership to explain our Food Stamp

Quality Control performance which has rapidly degraded from exemplary to poor. In the rating period just concluded (October 2001-September 2002) our dollar error had risen to almost 13%. That is perhaps 5% over the national average and certainly places us at risk of major Federal fiscal sanctions.

We have been assessing what could have possibly occurred to contribute to this unfortunate reversal. Our combined Adult Services and Assistance Programs/Family Self-Sufficiency Task Group has been hammering out a

corrective action plan, which we will share in our next Newsletter.

In the interim, I ask those of you who work with Food Stamps to pledge a renewed spirit of care and concern in 2003. These errors of omission and misapplication of known policies are within our control. So, as we await our new corrective action plan, we encourage your commitment to improve our performance. Should you have suggestions for accuracy improvement, please do not hesitate to bring those ideas forward.

*"Thank you for your story!"*

## Newsletter Submittals

Submitted by Debbie Kroner

I would like to encourage your participation in the SSA News by submitting articles that may be of interest to the employees of our agency. We welcome news submittals in soft copy format (please, no hard copy documents). Also, please make sure that your article has been reviewed by your supervisor and manager. Once reviewed,

your deputy director's secretary will forward them to me. This will let me know that the articles have been reviewed and can be used in a future edition. If you would like to recognize an employee on the SSA News' kudo page, please make sure that the employee's title and where they work are clearly spelled out. Kudos are only accepted in soft

copy format. Please include the name of the person who sent the kudo and the name of the person who is submitting it. If a client submitted the kudo, their name will remain anonymous. Thank you for helping to streamline the newsletter submittal process.

*"EBT delayed."*



## Electronic Benefit Transfer Update



EBT has been delayed until March, 2003. All notices to clients and CBO's were mailed. Staff training was completed with a 90% showing. Admin. Terminal Training will begin at the end of January.

## Deputy Director June Marcott Retires

June Marcott, Deputy Director in Family Self-Sufficiency, retired after 35 years of service. June embraced the Agency's rotation plan and worked in numerous assignments throughout her career. She was an Aid to Families with Dependent Children/Food Stamp Eligibility Worker, a Fraud Worker, a Quality

Control Worker, an Appeals Representative, Contracts Management, Manager of Appeals and Quality Assurance, District Manager, Program Manager, and Deputy Director of Operations and Program. She reminisced that "work has been very satisfying but the people that she has worked with over the years have been her greatest

reward." She added, "without the caliber of staff in SSA, we could not achieve all of the important accomplishments that we attain on a consistent basis." June and her husband of 35 years plan to continue their traveling and to generally have fun. She wishes all of SSA a very Happy New Year and continued success!

*"...without the caliber of staff in SSA, we could not achieve all of the important accomplishments..."*

## Economic & Community Partnerships Deputy Director Nancy Holmes Retires

Deputy Director Nancy Holmes retired with over 25 years of county service. Nancy served in several capacities including being the Manager of Community Linkages, Program Manager in Welfare-To-Work, a Staff Analyst in the areas of Welfare Reform Planning, Legislation and Planning, Contracts and Financial Services. She was also a

Program Assistant in Foster Care, General Relief and Food Stamps, and an Eligibility Supervisor in AFDC, Foster Care and Food Stamps. She also worked as an Eligibility Technician in Medi-Cal. Nancy contributed a great deal to SSA with her excellent organizational and leadership skills. She noted that "it was a wonderful opportunity to work with such

excellent colleagues and community partners to serve our community." Her retirement plans include spending time with her family, particularly her two granddaughters, reading, traveling and cooking. Best wishes to Nancy on her retirement! Her effective management style and good sense of humor will be missed!

*"...it was a wonderful opportunity to work with such excellent colleagues and community partners to serve our community."*

## John LaRoche, Manager of Community Linkages Retires

John LaRoche, the congenial Manager of Community Linkages has retired! John had 31 years of service with SSA. John started his career as an Eligibility Worker, then became an Eligibility Supervisor, Quality Control Supervisor, Appeals Representative, Assistant Program Manager, Program Manager, Appeals and Quality Assurance Manager, District Manager, and then

Family Self-Sufficiency Operations Manager. John's accomplishments include chairing the statewide Medi-Cal Corrective Action Committee, creating a format for the Civil Rights Plan that is used statewide, piloting Project EARN at Anaheim Regional Center (which became the prototype for CalWORKS), working to open four new SSA offices

and chairing three holiday dinner dance committees. He commented that "it has been a fulfilling career to work in an agency with such a great Director and employees. We should be very proud of our accomplishments and the services we provide to our residents." Best wishes to John. Aloha!

*"We should be very proud of our accomplishments and the services we provide to our residents."*

## Cathy Singletary, Program Manager for Best Known Practices, Program Development and Quality Assurance Retires

A time of reflection - closing chapters and new beginnings. So many years of service in a particular area are now over. At Cathy Singletary's retirement, specials moments in her career were highlighted, as she shared some of her most memorable times. When asked about the

greatest memory that she will take with her, Cathy responded, "it was the first Christmas party CAST was able to provide for the children." To this day, the Christmas event occurs every year. Others shared stories of the great compassion that

Cathy demonstrated when personal issues or loss occurred. Her empathy and understanding for those who struggled was extraordinary. Cathy will be greatly missed, and we wish her the best on her retirement!

*"greatest memory...it was the first Christmas party CAST was able to provide for the children."*



*"Farewell"*

## Congratulations and Happy Retirement!

The following employees retired on January 9, 2003. Their respective start dates with the county are listed below.

ADAMS	PAULINE CAROL	6/17/74	Investigative Assistant/DA
AERNI	BARRY	2/4/74	SSA Program Manager II
AMORIM	SALETE	3/15/82	Office Supervisor C
ARAUJO	LUIS	3/23/73	Eligibility Technician
BELLETICH	MARY ANN	8/6/79	Information Processing Specialist
BLANK	MARY	8/14/81	Senior Social Services Supervisor
BRANCA	FREDERICK	10/16/73	Executive Manager
BROGAN	GLORIA	1/19/90	Office Technician
BRYANT	IRENE	6/8/81	Office Supervisor B
CALIGIURI	BARBARA	10/20/89	Secretary II
CAMPBELL	PAUL	5/17/91	Senior Social Worker
CASTANEDA	RITA	1/4/80	Employment and Eligibility Specialist
COCKERILLE	MICHELLE	6/8/88	Office Supervisor C
COCKERILLE	DAVID	6/13/86	Systems/Programmer Analyst II
CREASON	STEPHEN	12/16/88	Senior Social Worker
CRONENWETT	SHIRLEY	6/1/77	Information Processing Technician
DAHMS	EDWIN	8/11/89	Supervising Investigator, Welfare Fraud
DANG	CHAU	3/9/81	Eligibility Technician
DEZIEL	JEWELL	9/22/92	Secretary I
DIETZEL	DOROTHY	11/13/92	Information Processing Specialist
DOAN	TAM	3/10/89	Eligibility Technician
DODGE	JONI	7/21/86	Senior Social Services Supervisor
ELLIOT	PATRICIA	11/4/68	Social Services Supervisor I
EWELL	AILENE	5/13/82	Social Services Supervisor I
FALLEJO	AL	6/17/88	Eligibility Technician
FAVELLA	STELLA	6/9/89	Supplies Assistant, Juvenile Facilities
FLOYD	CAROL	6/20/91	Eligibility Supervisor
GALLAGHER	MICHAEL F	12/15/89	Eligibility Technician
GARCIA	JEANETTE	8/15/84	Senior Social Services Supervisor
GEMMELL	PATRICIA	11/23/87	Procurement Contract Specialist
GOMEZ	CONNIE J	7/27/79	Office Technician
GREEN	JIM	6/2/89	Supervising Investigator, Welfare Fraud
GREENWELL	CHRISTINE	12/2/88	Eligibility Technician
HAI	MINH T	3/6/81	Social Worker II
HAMBLEY	JANICE	10/19/81	Sr. Accounting Assistant
HANZICH	CATHERINE	6/7/85	Eligibility Technician
HAYES	WANDA	3/21/80	Social Services Supervisor I
HAYES	GEORGIANNA	5/18/90	Social Services Supervisor
HIKIDA	KIYOKO	5/19/89	Information Processing Specialist
HOLMES	NANCY	11/7/75	Deputy Director
HUA	BARBARA T	12/2/88	Eligibility Technician
HULL	EDIE	11/19/69	Data Entry Technician
HUYNH	THANH	12/22/78	Social Worker II
HUYNH	TUAT	9/15/89	Eligibility Technician
INGLIS	MARY	1/30/84	Office Supervisor C
JAMES	SONDRA	10/1/81	Senior Social Worker
JAUREGUI	MARIA	8/13/79	Laundry Worker
JORDAN	GLORIA	7/26/79	Sr. accounting Assistant
KAY	KATHY	10/20/92	Senior Social Worker
KENNEDY	RON	12/15/80	SSA Program Assistant
KIMPTON	GEORGIA	9/13/85	Empl. & Eligibility Specialist
KING	PATRICIA G	2/1/73	Eligibility Supervisor
KLINGLER	SHARON	9/13/85	Eligibility Supervisor
LAROCHE	JOHN	9/17/71	Administrative Manager I
LEAMAN	LARRY	7/1/63	Director

## Congratulations and Happy Retirement!

The following employees retired on January 9, 2003. Their respective start dates with the county are listed below.

LOKKEN	JAMES	5/27/70	Senior Social Worker
MAC CLEARY	DENNIS	10/15/82	Eligibility Supervisor
MADDEN	EARDEAN	1/25/74	Eligibility Technician
MAEZ	DIANE	3/24/00	Eligibility Technician
MARCOTT	JUNE	7/21/67	Deputy Director
MATICIC	ELAINE	5/5/80	SSA Assistant Program Manager
MATTHEWS	ALFRED	4/3/78	Social Services Supervisor
MATTIVI	KATHLEEN	8/17/73	SSA Assistant Program Manager
MC CARLEY	SHEILA	1/14/77	Eligibility Technician
MCHANAY	LINDA	3/23/79	SSA Program Manager I
MCMICHAEL	MIKE	6/18/69	Program Manager II
MOODY	CHRIS	5/6/88	Office Assistant
NGUYEN	HOANG	1/12/90	Eligibility Technician
NGUYEN	VIET	8/26/80	Eligibility Supervisor
NGUYEN	QUAN	11/14/80	Eligibility Technician
NICOLA	JUDITH	9/19/69	Eligibility Technician
OLGUIN	MAUREEN	11/18/75	Eligibility Supervisor
ORTIZ	DARLENE	4/5/76	Data Entry Technician
PARKE	CHERYL	6/1/77	Data Entry Technician
PERRY	CELESTINE	10/1/82	Food Service Worker
PHAM	CHAU	2/3/89	Eligibility Supervisor
PHAN	HIEN VIEN	10/1/82	Social Worker II
PLAGEMAN	BOBBIE J	12/1/78	Eligibility Supervisor
RAINAUD	EUGENE	11/20/81	Head Cook
RENTERIA	EDWARD	10/1/68	Investigator, Welfare Fraud
RIVERA	FELIX	8/2/91	Employment and Eligibility Specialist
ROBINSON	RICHARD	8/12/70	Assistant Program Manager
ROSE	ANNE	7/29/88	Senior Social Services Supervisor
RUND	JOAN	4/10/70	Senior Social Services Supervisor
SACHAR	JUDY	5/12/77	Eligibility Supervisor
SALAS	LELAND	8/25/72	SSA Assistant Program Manager
SANCHEZ	MARIA (CHRIS)	12/12/80	Eligibility Supervisor
SCOTT	LYNDA	10/28/75	Senior Social Services Supervisor
SICKLER	LORETTA	10/7/69	Senior Staff Analyst
SINGLETARY	CATHY	9/18/87	Program Manager II
STEPHENS	JANE C.	6/18/76	Senior Social Worker
STEVENS	PHYLLIS A	7/15/85	Secretary III
TAFT	KIMBERLY	9/27/74	Eligibility Supervisor
TALLEY	WILLIE J	10/31/80	Store Keeper II
TAPPEN	SANDRA	10/15/82	Eligibility Supervisor
TAYLOR	MARJORIE C	3/2/84	Social worker II
TETREAULT	RAY	6/22/90	Office Technician
TRAN	THANH N	3/9/81	Eligibility Technician
TRAN	QUANG	1/3/79	Social Worker II
TRAN	MELINDA	9/25/87	Office Specialist
TRUONG	ROLF	5/19/89	Eligibility Technician
VAIL	CAROL	2/4/87	Senior Social Worker
VAN AUKEN	MARILYN	5/9/88	Social Worker II
VU	THUY Q	1/9/81	Social Worker Assistant
WASHINGTON	JOANN	11/12/91	Secretary I
WEBB	JOHN	11/21/75	SSA Program Manager II
WILKES	DELIA	11/14/80	Senior Social Services Supervisor



*"Best Wishes"*

We welcome your input regarding this newsletter. For information on submitting articles, contact Debbie Kroner at (714) 541-7734  
 Deborah.Kroner@ssa.ocgov.com  
 or  
 Sylvia Almazán at (714) 245-6274  
 Sylvia.Almazan@ssa.ocgov.com

Angelo Doti, Publisher  
 Debbie Kroner, Editor  
 Sylvia Almazán, Assoc. Editor

Visit our web site  
[www.oc.ca.gov/ssa/](http://www.oc.ca.gov/ssa/)



- \* Articles for the February issue of The SSA NEWS are due by February 6, 2003!
- \* Please limit your articles to 225 words maximum. Thank you for your story!



## KUDOS

**Jacqui Bradburd, Senior Social Worker, Children and Family Services/Integrated Continuing Services III.** "Thank you for your help for the last several months. I don't think we'd be as far as we would if it hadn't been for you. I think you're a great social worker." (Voicemail message from a client, forwarded by Tuey Lee, Program Manager, CFS/ICS III.)

**Melanie McCallum, Senior Social Worker, Children and Family Services/Integrated Continuing Services.** "If it weren't for great people like you...there wouldn't be grateful people like me!" "Dearest Melanie: There are no words to thank you for being there for my son. God put you in my son's life and he has a life because of all of you." (Message sent in a card by a client, forwarded by Nancy Davis, Program Manager, Integrated Continuing Services.)

**Peggy Vivirito, Social Worker II, In-Home Supportive Services:** "Thanks again for all your help, Peggy, we all really appreciate it. You are the only one that understands and appreciates our situation, and you have gone out of your way to help us whatever way you can." (Message sent from IHSS clients, forwarded by Jeannette Tozaki, Assistant Program Manager, Adult Services.)

**Robynn Vowell, Assistant Program Manager, Adult Services and Assistance Programs:** "Thank you for accompanying Lidya & Thanh at our In service Medi-Cal. The presentation was well organized and the material presented was very valuable, and informative. What a team you three were!" (Sent by Lynn Rodriguez, Office on Aging, forwarded by Ellen Lacey, Assistant Program Manager, Adult Services and Assistance Programs.)

**Kim Pullen, Senior Social Worker, Children and Family Services, Integrated Continuing Services** Kim worked closely with a family using Family Preservation Services to help the mother establish appropriate parenting skills. Due to the illness of a child, the mother had difficulty working full-time. When it was apparent that the family required additional intervention, she helped the mother obtain financial benefits, childcare and therapy. This enabled the mother to remain home with her children. The mother is now increasing her skills and preparing to enter the workforce. (Message based on personal thanks extended by the mother, forwarded by Marcie Vreeken, Senior Social Services Supervisor, CFS/ICS I and Nancy Davis, Program Manager, CFS/ICS.)

**Elizabeth Canessa, Eligibility Technician at Central Regional Office:** "I have had several problems for three days trying to get my food stamps. Ms. Canessa found that the problem was computer oriented. She was always very helpful and gracious. I feel fortunate to have such a considerate and caring worker. Hopefully, I will be able to continue to see her. Thank you." (Message relayed by a client, forwarded by Mary Wuerfl, Deputy Director, Adult Services and Assistance Programs.)

**Debbie Romero, Senior Social Worker in Adult Protective Services:** "Thank you so much for coming into our life, when we had almost given up hope. We understand it's part of your job, but we feel something so special from you!" (Message sent by Adult Protective Services client, forwarded by Jeannette Tozaki, Assistant Program Manager, Adult Services.)

**Chau Hong, Social Worker, CalWORKs-South Regional Center.** "We have enjoyed attending your job fairs. They have been very beneficial in our hiring practices. The people have been pleasant and professional. A special thanks to Chau Hong who has been so helpful in finding the right employees for our company." (Sent by Steve Mason, Laidlaw Transit Services, submitted by Brenda Roa, CalWORKs-South Regional Center District Manager, Family Self-Sufficiency.)

**James Boyd, Social Worker, CalWORKs-South Regional Center.** "I just wanted to say thank you for coming out to my home for my re-certification, it made it so much easier for me, with all the kids, etc. I am lucky all of my workers from Orange County are very nice and go out of their way to help in anyway they can. It was nice meeting you." (Sent by a client, submitted by Brenda Roa, CalWORKs-South Regional Center District Manager, Family Self-Sufficiency.)